**POSITION DESCRIPTION**

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| **Position Description Classification Approved** | **Date** |
| Human Resources Branch | 16/10/2024 |

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| **POSITION DETAILS** |  |
| **Position Title:** | **Senior Records Services Officer** |
| **Position Number:** | 00013067 |
| **Classification:** | HEO 4 |
| **Faculty/Division:** | Division of Academic & Student Engagement |
| **School/Branch:** | University Library |
| **Reports to (position title):** | Manager, Records Services |
| **Delegations:** | N/A |
| **Special Conditions:** | * Reasonable workplace adjustments will be made for people with a disability. * Some out of hours work may be required for this position. * May be required to move between and work at any University campus. * Occasional intra/interstate travel may be required. |
| **Significant Working Relationships:** | * Business and academic support areas involved with University recordkeeping. |

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| **POSITION SUMMARY** |
| The University of Adelaide is a large and successful university in Australia's Group of Eight research intensive universities, distinguished by its international reputation and commitment to innovation and excellence in research and teaching.  The University Library provides resources, services and spaces that enable and support staff and students to achieve success in their research, teaching and learning. These activities include collection development and management, both physical and electronic; services associated with the discovery of, access to and use of information resources; provision of flexible study spaces and guardianship of special and heritage collections. Services and resources are provided online and from the physical locations of the Barr Smith Library, the Sir John Salmond Law Library and libraries at Waite and Roseworthy campuses.  Working under general direction, the Senior Records Services Officer is responsible for undertaking various recordkeeping activities and providing customer service to the University community. This role contributes to the delivery of infrastructure and support services to facilitate efficient and compliant recordkeeping across administrative and academic areas as well as preserving and providing access to the University’s historical records. This includes the management of the University’s electronic document and records management system (EDRMS) |

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| **KEY RESPONSIBILITIES** | |
| Service Provision | * Undertake recordkeeping tasks associated with creating new files, retrieving existing files, registering and releasing legal documents, classifying records using the University’s business classification scheme, reviewing and closing files. * Assist in processing of licences and deployments for clients for access to the records management system. * Monitor and review metadata standards and requirements to ensure data accuracy, completeness and quality. Undertake the daily capture and maintenance of metadata relating to records movements, security, relationships between records, disposal authorities and other relevant information within the University’s EDRMS. * Respond to Records Services Helpdesk enquiries by resolving or escalating as appropriate. * Assist the Records Services Team Leader and Records Services Manager with desktop support to all university staff and clients. * Conduct auditing and reviewing of files, both hardcopy and electronic. * Manage the University’s contracts register by lodgement of all university contracts and agreements in the University’s EDRMS. * Provide support for the promotion and extended use of the University’s EDRMS and the implementation of efficient and accountable recordkeeping systems and practices in academic and administrative areas. * Assist with the processing of non-current records for accessioning into the University records repository. * Assist with the ongoing disposal program. * Ensure own work practices are in accordance with University and SpARK policies and procedures. |
| Customer and Stakeholder Engagement | * Assess and refine customer needs and provide solutions or refer them for specialist assistance when appropriate. * Provide clear and appropriate communications with customers and effectively resolve or escalate issues to improve customer outcomes. * Demonstrate customer centric behaviours and attitudes across internal and externally facing activities. * Solicit and capture feedback from customers and stakeholders as a basis for further improvement in processes and services. |
| Teamwork | * Demonstrate flexibility and agility in order to assist with Records Services services across all operational activities and sites as required. * Contribute as an effective SpARK team member, including participation in planning, activities and the delivery of team and portfolio goals. * Co-operate with team members and SpARK staff, sharing relevant information and seek information from others as required. * Provide input and assistance to develop team capability and resolve routine and non-routine issues. * Take responsibility for own work performance and learning needs. * Communicate team goals and priorities to assigned staff and other SpARK staff as required. |
| Continuous Improvement | * Identify and contribute ideas towards continuous improvement of systems, processes, and work practices. * Develop and maintain knowledge of current and future trends which can be applied to enhancing customer experience. * Seek and develop new skills and ideas and take part in learning opportunities. * Contribute to the compilation of procedural documents, and the review and improvement of existing procedures and online information. * Participate in the implementation of change initiatives intended to improve SpARK services. * Coordinate small Records Services projects from planning through to implementation and review. * Demonstrate cultural competence in relation to Aboriginal and Torres Strait Islander issues and people through a respectful attitude and honouring of their past and current relationship with their land. * Actively participate in the development of new and innovative ideas that enhance the user experience of the Library including proactive responses to emerging trends to improve experience of physical and online services and spaces. * Create, manage, store, access, use and dispose of information assets relevant to this role in accordance with the Information Management Policy. * Collaborate with other library staff to deliver a consistent, effective and sustainable service that aligns with the Library’s One-Library service model. |
| Other reasonable duties commensurate with classification level. | |

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| **PEOPLE MANAGEMENT RESPONSIBILITIES** |
| * N/A |

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| **CAPABILITIES AND BEHAVIOURS** |
| Use the [Capability Dictionary](https://www.adelaide.edu.au/hr/ua/media/1605/rec-core-capability-dictionary.pdf) to identify the capabilities associated with the classification of this position. Staff are required to read and understand the capabilities and associated behaviours that align with the classification of this position. |

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| **UNIVERSITY EXPECTATIONS** |
| Staff are required to read, understand and comply with all University policies, procedures and reasonable direction, whilst demonstrating professional workplace behaviours in accordance with the University’s Code of Conduct. |

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| **STAFF VALUES AND BEHAVIOUR FRAMEWORK** |
| Our culture is one that welcomes all and embraces diversity consistent with our [Staff Values and Behaviour Framework](https://www.adelaide.edu.au/hr/organisational-development/university-values) and our Values of integrity, respect, collegiality, excellence and discovery. We firmly believe that our people are our most valuable asset, so we work to grow and diversify the skills, knowledge and capability of all our staff. |

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| **SELECTION CRITERIA** |
| **Knowledge and Experience:**  Essential   1. Demonstrated experience with both hardcopy and electronic recordkeeping processes. 2. Demonstrated experience managing records using Content Manager or similar EDRMS. 3. High level written and verbal communication skills, with the ability to draft communications, and good interpersonal skills. 4. Demonstrated time management and organisation skills with excellent attention to detail. 5. Proven ability to build and maintain effective working relationships with internal and external customers ensuring customer needs are met, providing solutions within the context of outstanding service. 6. High level of accuracy with the ability to follow complex tasks to their completion. 7. Proven ability to actively contribute to a collaborative, dynamic team and adapt to change in the workplace. 8. Demonstrated ability to promote the organisational values of integrity, respect, collegiality, excellence and discovery, and a commitment to positively comply with the associated behaviour expectations.   **Qualification/s:**   * Completion of Certificate III in Recordkeeping or an equivalent combination of relevant experience and/or education/training. * Eligible for professional membership of ASA or equivalent (desirable). |